GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4324
ANSWERED ON:16.04.2001
CHANDAUSI TELEPHONE EXCHANGES
DILEEP SANGHANI;SATYAVRAT CHATURVEDI;SUNDER LAL TIWARI

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government have received any complaint regarding prevailing irregularities into disposal of consumers grievances and over charging of bills in Chandausi Telephone exchange in Uttar Pradesh ;

(b) if so, the details thereof; and

(c) the steps taken/proposed to be taken by the Government for speedy disposal of consumers complaints and to ensure proper billing of the calls made by them?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) No, Sir.

(b) Not applicable.

(c) Following steps have been taken/proposed to be taken for speedy disposal of consumer`s complaints and proper billing.

i) FRS has been computerized at Chandausi.
ii) Concerned SDE/DE are attending to the consumers daily between 1500 to 1700 hrs.
iii) Facility of issue of details bill is being introduced at Chandausi.
iv) Work of issue of bills have been computerized.